

Job Description

Job Role: Delivered Services Driver / Assistant

Service: Libraries

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	04HC
Location:	County Libraries Unit, Merchant House
Responsible to:	Senior Librarian

Main purpose of the role

To provide an efficient and effective library delivery service, delivering book stock and other items as required, across the network of libraries and other buildings and sites countywide.

To provide a comprehensive service to library home delivery customers and support customers to make use of the available services and resources.

Key Duties and Responsibilities	Frequency of Task
Deliver library stock and other items (including furniture when required) to libraries and other sites across the county, including council buildings, residential homes, rural book schemes, children's centres, schools, health and early years' settings.	Daily
Deliver and collect library stock to/from library home delivery customers, residential homes and sheltered housing complexes, in accordance with route instructions and delivery timetables; complying with all service guidelines on appropriate behaviour, personal safety and safeguarding.	Daily
Drive and operate library vehicles safely; conforming at all times to the appropriate regulations and road traffic laws and ensuring the safety of customers and the general public when parking, manoeuvring, and unloading vehicles.	Daily
Ensure the safe manual handling, loading, and carriage of all items, adhering to appropriate safe systems of work and manual handling guidelines and ensuring all deliveries are loaded/unloaded, stacked and transported safely.	Daily
Assist with the maintenance of library vehicles by carrying out regular internal and external cleaning of the vehicles; and completing daily maintenance checks and tasks (including re-fuelling, checking tyres,	Daily



Key Duties and Responsibilities	Frequency of Task
cleaning lights, topping up Ad Blue and screen-wash); reporting any faults and issues promptly.	
Maintain personal awareness of the Council's Health and Safety Policy and comply with safe systems of work and manual handling guidelines, using all equipment provided appropriately (e.g. when shelving library books and resources; packing/unpacking, lifting and moving filled crates and boxes; loading and moving book trolleys and sack trucks; moving furniture and other items; and loading/unloading library vehicles).	Daily
Access sites appropriately and considerately, being mindful of the general public and other users. Opening/closing and securing library buildings as required when delivering outside of opening hours.	Daily
Ensure the security of all stock, equipment and vehicles by securing them when unoccupied or not in use, parking vehicles appropriately in designated locations and securing vehicle and site keys as directed.	Daily
Liaise with customers in person, by phone or email to determine requirements, answer queries, and provide support to enable them to access library services; including joining new customers and notifying any changes to delivery timetables; and referring to colleagues as required.	As required
Select, process and pack appropriate stock and resources to meet customer requirements.	Weekly
Undertake appropriate support tasks, including sorting, packing and shelving library stock and resources; ensuring items are shelved correctly and maintained in good condition in accordance with library policies and standards.	As required
Support the effective operation of the County Libraries Unit; opening and closing the site when required; report and resolve building and health and safety issues; and provide site and office cover for colleagues when required.	As required
Work collaboratively and positively with colleagues across the library service to support library services and projects; and support and deputise for colleagues when required.	As required
Ensure effective and efficient internal and external communication to colleagues, partners and the community by using all appropriate methods.	As required



Key Duties and Responsibilities	Frequency of Task
Accurately input, update and retrieve data using the appropriate online systems, customer databases and library catalogue, including processing reservations, joining new customers, updating and updating customer records and routes.	As required
Ensure all procedures (e.g. daily mileage records, cash handling, safe systems of work, data recording, fault reporting, maintaining customers' personal records, Health & Safety) are carried out in accordance with the relevant council standards and policies and statutory requirements.	Daily
Contribute to the development and improvement of library services, including identifying suggestions for stock procurement, delivery route revisions, and improvements to procedures.	As required
Complete all relevant and mandatory training, including health and safety, manual handling, equality, safeguarding, information security and information governance.	Annually
Provide your driving licence for review on an annual basis.	Annually
Lone Working.	Daily
Enhanced DBS check (adults and children).	Tri-annually



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I - Interview
Qualifications and Training		
A minimum of 4 GCSE subjects at grades 4-9 (or equivalent) including English Language or demonstrate equivalent level of knowledge gained by other means.	Essential	A, I
Full clean driving licence (UK standard B category or above).	Essential	A, I
Experience & Knowledge		
Relevant driving experience.	Essential	A, I
Relevant experience of manual handling.	Essential	A, I
Experience of working positively within a team.	Essential	A, I
Experience of a delivery role.	Desirable	A, I
Experience of using ICT packages and systems, including updating information.	Essential	A, I
Experience of working with customers face-to-face and on the telephone	Essential	A, I
Experience of responding to customer enquiries and resolving issues	Desirable	A, I
Experience of lone working.	Desirable	A, I
Skills and Abilities		
Confidence in driving and manoeuvring larger vehicles.	Essential	A, I Driving competency check

Requirements	Essential or Desirable	Identified by A – Application I - Interview
Ability to load vehicles and distribute and secure loads safely in accordance with service guidelines.	Essential	A, I
Ability to lift and move multiple crates, boxes and furniture over sustained periods of time, using appropriate equipment and following all manual handling guidelines.	Essential	A, I
Ability to push loaded book trolleys and lift and shelve books (including above shoulder height and below knee height if required).	Essential	A, I
Ability to drive all over the county and its borders.	Essential	A, I
Good interpersonal skills, including empathy and patience and the ability to relate positively to all members of the community, including children and the elderly.	Essential	A, I
Ability to work flexibly and collaboratively within a team and across the service.	Essential	A, I
Ability to work unsupervised and follow lone working guidelines.	Essential	A, I
Able to work accurately and systematically in a multi-tasking situation with frequent interruptions.	Essential	A, I
Clear verbal and written communication skills, in person, on the telephone and in email.	Essential	A, I
Ability to shelve and file accurately into numerical / alphabetical sequences.	Essential	A, I
Good IT skills including inputting information accurately into spreadsheets and databases.	Essential	A, I
Ability to follow verbal and written procedures, timetables and instructions accurately.	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I - Interview
Ability to assess customer needs, and provide advice, guidance and assistance on using the service.	Essential	A, I
Ability to engage positively with change and learn new ways of working.	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.



Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

Line Manager: Jan Nesaratnam	Signature: 
Date: 8 August 2024	JE: 28 August 2024
Date Job Description last reviewed:	August 2026

